GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:632
ANSWERED ON:02.12.2015
Quality of Food in Trains
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has received complaints from the passengers/ organisations regarding quality of food and water being provided in trains;
(b) if so, the details thereof and the action taken by the Railways against the contractors/suppliers and officials in this regard;
(c) whether the Railways has reviewed/proposes to review all contracts awarded for providing catering services in railways;
(d) if so, the outcome thereof and if not, the reasons therefor; and
(e) the steps taken by the Government to improve the quality of food and water in trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) and (b): In the current calendar year (up to 31.10.2015), 1383 complaints regarding quality of food and water provided to passengers in trains have been recorded. Action taken against defaulting licensees include imposition of fines in 382 cases.
(c) and (d): Based on the feedback received from rail-users and inputs from zonal railways, contractual provisions are reviewed and, also, suitably modified from time to time.

(e): An institutionalized mechanism is in place for monitoring quality and hygiene standards of catering services through regular, surprise and periodical inspections. Some of the steps that have been taken /are being taken to ensure that good quality and hygienic food is served to the passengers include: (i) Imposition of penalties in case of deficiencies detected in services. (ii) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (iii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iv) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services.

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